

Call **+91 9441233233** or email **support@unlimitmobile.com** to get in touch with Unlimit Mobile Customer Support.

1. General

This Acceptable Use Policy ("Policy") sets out your usage obligations for Unlimit Mobile monthly and pay-as-you-go services (each a "Service") provided by [Legal Entity Name], registered in [Country] under company number [Number] ("Unlimit Mobile", "we", "us"). It forms part of your contract with us, together with your [Terms and Charges Guide / Customer Terms].

This Policy explains what you must not do, how to avoid breaching it, and what may happen if your usage is found to breach it. A "User" or "Customer" means an individual end user of the Service.

Words such as "including" or "in particular" are illustrative and do not limit the meaning of the words that come before them.

You must use the Services for private, personal and lawful purposes only. Your use should not exceed what would reasonably be expected of an ordinary person using them for those purposes.

If you do not follow this Policy, your Service may be restricted or withdrawn. The lists below are examples, not a complete set of obligations.

This Policy works alongside our network management measures, described at [Website URL / Traffic Management Page].

2. Use of our Services

You must not:

- use the Services or SIM cards for business or other non-personal purposes;
- do anything that may harm the performance of our network or prevent other users from using it;
- make calls or send texts (SMS or MMS) to market, promote or administer a business, group or organisation, including bulk messages to a customer base or distribution list;
- make an excessive number of calls to a very large number of recipients to promote a business or other non-personal purpose;
- generate artificially inflated traffic, or send automated or unsolicited messages;
- send abnormally high volumes of messages, send messages to an unusually large number of recipients, or send spam;
- resell the Services;
- allow anyone else to use the Services or SIM cards to contact revenue-generating numbers, including through call forwarding, concurrent calling, paging or onward calling services;
- make unusually high volumes of calls, or make calls in order to earn money or other rewards;
- install or use a gateway device, application or SIM box (including devices connected by cable, Bluetooth or Wi-Fi) to make or send large volumes of calls or messages; or

- use gateway devices, applications or SIM boxes to send automated messages or make automated calls.

3. Data use and unlimited data

Data must be used only for lawful personal purposes by an individual, in the way the Service is intended and in line with this Policy.

If we reasonably believe your data use harms our network, or you are a Heavy User during a peak or congested period, we may apply measures such as:

- deprioritising your traffic relative to other users;
- reducing access to your Services;
- applying further charges to your account; or
- disconnecting your SIM. We will try to notify you before any disconnection.

Heavy User: You are a Heavy User if you exceed the monthly data threshold of [XX GB] for two consecutive bill cycles. This threshold may be updated from time to time and is set out in [Traffic Management Key Facts / Fair Use Page].

If your unlimited data use may cause excessive congestion or network damage, we may monitor your usage. If your usage exceeds [XXX GB] per month on [two or more] occasions in a [6]-month period, we may investigate. If we determine or reasonably suspect that your use goes beyond permitted personal use, we may move you to a more suitable plan or take other action under this Policy.

4. Harmful, deceptive or illegal activities

You must not use the Services or SIM cards for any harmful, deceptive or illegal activity, including:

- breaking any law or regulation (including those on defamation, privacy, harassment, obscenity, child sexual abuse material, export controls, and intellectual property rights);
- fraudulent or criminal purposes, or sending or accessing offensive, defamatory, indecent or nuisance content, or acting in a way that may harm children or vulnerable people;
- making nuisance calls, illegal file-sharing or downloads, or viewing illegal content;
- activities that degrade or interfere with other users or connected services;
- avoiding charges in a way that is inconsistent with good faith; or
- any use other than lawful personal use.

5. Roaming

You must not use inclusive roaming more than would reasonably be expected. Roaming is intended for temporary, occasional travel such as holidays and short breaks.

We monitor roaming use. If, in any [4]-month period, you roam in our roaming zones for [62] days or more AND your roaming usage exceeds your usage in [Home Country], additional roaming charges may apply. We will notify you at least [two weeks] before charging. Additional charges: [£/\$ X per minute for calls, X per SMS, X per 1GB of data].

You can still receive calls and texts while roaming at no extra cost. [Confirm or amend.]

6. What happens if your usage breaches this Policy

We may suspend, terminate or deny traffic to the Service at any time if you materially fail to comply with this Policy or engage in a prohibited activity, as reasonably determined by us.

We will try to contact you if we need to terminate your Service.

If we suspect you are not following this Policy, we may apply further charges and/or disconnect your SIM or contract.

We may restrict only part of your Service (for example, text messaging) if we believe that part has been misused.

7. Other key information

You may not spend more than [Amount] per month, and [Amount] on any single transaction, on any of the following:

- calls to premium-rate numbers with the prefixes [list prefixes];
- texts to premium numbers (such as charity, voting or competition numbers); or
- content from our Charge to Bill partners ([URL]).

We may charge you the direct and indirect administrative costs of preventing or responding to your breach of this Policy, including identifying and removing offenders and handling related third-party complaints.

8. Rights and remedies

If we determine that you have materially breached this Policy, we may at any time: (i) suspend or terminate the Service and your agreement; (ii) impose additional charges in proportion to the impact of the breach; (iii) move you to a more appropriate plan; and/or (iv) apply traffic management measures, including throttling or denying traffic. See [Traffic Management Page] for details.

We will try to contact you if we decide to terminate your Service under this Policy.

We may, but are not obliged to, put technical measures in place to prevent prohibited activity where feasible.

If a network or network device is compromised, we may help track or remove an offender at network level to the extent we consider reasonable.

If the Service is the subject of a denial-of-service attack or similar activity, whether or not it affects other customers, we may disconnect your IP address(es) or otherwise mitigate the attack until it has stopped.

Nothing in this Policy limits our rights and remedies at law or in equity in relation to any prohibited activity.